

**M.H.M.Naushad**  
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**Colombo, Sri Lanka**

## PROFESSIONAL SUMMARY

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Exceedingly result driven Hospitality industry Professional with more than 18 years of experience in Hotel/Restaurant industry. Extremely organized with the ability to work both independently of own initiative or as part of a successful team, demonstrating the motivation and multi-tasking abilities required to meet demanding deadlines while maintaining the highest of standards. Possess excellent Leadership Management and Peoples Management skills. Served as a Manager, Assistant Manager and Supervisor roles in the areas of (Housekeeping, Laundry department and F&B- Banquet) with different multinational organizations/Hotels in Sri Lanka & Middle-East and confident to make a valuable contribution to your organization's future projects and initiatives.

## WORK EXPERIENCE

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### **Executive Housekeeping Manager**

**Feb 2020 – Present**

Ramada Hotel, Katunayaka

- Listening to, understanding and clarifying guest concerns.
- Uphold the highest standards of cleanliness and servicing of guestrooms, lobby and public areas.
- Treating all guests with courtesy, respect, helpfulness and sincerity.
- Rewards Employees who use their empowerment to meet or exceed guest expectations
- Maintaining guest confidentiality at all times.
- Recruit schedule and train all new housekeeping staff members.
- Giving training for new upcoming Orientation work task/Staff Meeting monthly.
- Handling the entire guest Complaints, ability to work under pressure and resolving the Problems.
- Handling the Housekeeping and laundry team/ Arranging Staff Duty Roaster.
- Daily Report to Management/ Maintenance update/Monthly Action plan
- Double Check Supervisor reports, making the Discrepancy Report for each shift
- Ensures that the Place of Work and surrounding area is kept clean and 100% organized at all times.
- Maintain the housekeeping budget, providing billing summaries and expenses for all pre and post events.
- Monitor VIP guest requests actively and ensure responses are timely and high quality

### **Executive Housekeeping Manager**

**Nov 2018 – Dec 2019**

Movenpick Hotel Riyadh, KSA

### **Executive Housekeeping Manager**

**Nov 2017 – Aug 2018**

Constance Mofussil Hotel & Resort Maldives

(Beach Villas -24, Water Villas-56, Senior Water Villas 30, total- 110)

### **Assistant Restaurant Manager**

**Feb 2014 – Oct 2017**

Azadea Company, Butcher shop & Grill, Riyadh, KSA

- FIFO/COGS/P&L/Daily Sales Target, Purchasing order
- Set Cleaning Task FOH,BOH,Stewarding, Shop Cleaning audits, Chemical use
- Supplier dealings, Expiry, inventory controls, Maintenance & updates
- Staff documentation (Training Certificate, Health cards)
- Daily mail correspondence, Accounting reports and HR Training Schedules,

### **Housekeeping & Laundry Manager In-Charge**

**May 2013 – Jan 2014**

Raghadan Resort & Suites, Al Baha , KSA

### **Assistant Housekeeping Manager**

**Jun 2012 – Apr 2013**

CITY SEASONS HOTEL, DUBAI UAE (FOUR STARS)

### **Housekeeping Manager**

AL-HARTHYAH SHERATON HOTEL, MADINA, K.S.A (5 STARS)

(350 Rooms including 3 Banquet hall and 5 Outlets F&B)

Started as Assistant Manager then after a year promoted as a Manager

**F&B Head Waiter In-Charge****Mar 2007 – Sep 2007**

MAJESTIC HOTEL TOWER, BUR DUBAI (Four Stars)

(La Terrace Restaurant, Lavazza Café, Room Service, Pool Side and Banquet Outdoor &amp; In Door Catering)

**F & B Supervisor****Jun 2006 – Mar 2007**

JORMAND HOTEL APARTMENT, DUBAI (ELITE PROPERTY)

**Key Responsibilities:**

- Supervising of Three Hotel Apartment (Looking after Six Outlets Operation including Banquet in door & Outdoor Catering).

**Night Shift in Charge in Housekeeping****Oct 2000 – Dec 2002****Waiter in Banquet and Coffee Shop Restaurant****Jan 2003 – May 2003****Restaurant & Banquet Catering Supervisor (outdoor /indoor)****Jun 2003 – Oct 2005**

MILLENNIUM AIRPORT HOTEL, DUBAI, U.A.E. (Five Stars)

**Major Events Handled:**

- IBO International Night Club (under banquets revenue)
- Swifts Coffee Shop by emirates stop over passenger 10000 plus Coves daily
- Rugby 7 world cup 2004 Tournament (1000 Pax) outdoor
- Dubai Air show staff party 2003(2,000 Pax)
- Emirates Adela Catering Staff Party 3 years (3,000 Pax)

**EDUCATION & PROFESSIONAL DEVELOPMENT**

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**G.C.E Ordinary Level****Dec 1997****COMPUTER\_QUALIFICATIONS****1997 – 2000**

Diploma in Computer Operator at I.R.E.T Computer - Institute ACAL System (PVT) – Sri Lanka

IT Computer Programmer Diploma, at Gothatuwa – Sri Lanka

**PROFESSIONAL TRAININGS:**

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|-------------------------------|------------------------------------|
| • Manual Handling – Dubai     | Train the Trainee - Dubai          |
| • Customer Services – Dubai   | Becker Food Safety - KSA           |
| • Basic Food Hygiene – Dubai  | Food Safety Part 1 - KSA           |
| • Telephone Technique – Dubai | Becker L2 Basic Food Hygiene - KSA |
| • Train the Trainer – Dubai   | Food Safety Part 2 - KSA           |

**AWARDS & ACHIEVEMENTS**

- Employee of the month certifications achieved
- Letter of Appreciation from General Manager
- MDP (Management Development Program)

**KEY SKILLS**

- Always puts guests first and at the top of any list.
- Knowledge of infection control and COSHH risk.
- Self motivated, conscientious and good at solving problems.
- Ensuring that high policies and standards are met at all times.
- Refined verbal and written communication skills.
- Excellent role model for junior members of staff.
- Excellent organizational and communication skills.
- Responding to guest requests in a timely, friendly and efficient manner.
- Following 100% established safety rules.

I can be contacted on Mobile {0094755559750}or at E-Mail: [2020m.naushad@gmail.com](mailto:2020m.naushad@gmail.com) to arrange an interview.



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**Housekeeping Manager**

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